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| SERIAL NUMBER 10/656,577 | FILING OR 371(c) DATE 09/04/2003 RULE | CLASS 379 | GROUP ART UNIT 2614 | ATTORNEY DOCKET NO. WHPJ3002 |
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APPLICANTS

Yves Jean Caseau, Versailles, FRANCE;

** CONTINUING DATA *****

** FOREIGN APPLICATIONS *****

IF REQUIRED, FOREIGN FILING LICENSE GRANTED ** SMALL ENTITY **
 ** 11/25/2003

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|---------------------------------|------------------------------------------------------------------------------------------------------------------|----------------------------|---------------------|--------------------|-------------------------|
| Foreign Priority claimed | <input type="checkbox"/> yes <input checked="" type="checkbox"/> no | STATE OR COUNTRY FRANCE | SHEETS DRAWING 3 | TOTAL CLAIMS 40 | INDEPENDENT CLAIMS 3 |
| 35 USC 119 (a-d) conditions met | <input type="checkbox"/> yes <input checked="" type="checkbox"/> no <input type="checkbox"/> Met after Allowance | | | | |
| Verified and Acknowledged | Examiner's Signature _____ Initials _____ | | | | |

ADDRESS

23488

TITLE

DECLARATIVE ACD ROUTING WITH SERVICE LEVEL OPTIMIZATION

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| FILING FEE RECEIVED 555 | FEES: Authority has been given in Paper No. _____ to charge/credit DEPOSIT ACCOUNT No. _____ for following: | <input type="checkbox"/> All Fees <input type="checkbox"/> 1.16 Fees (Filing) <input type="checkbox"/> 1.17 Fees (Processing Ext. of time) <input type="checkbox"/> 1.18 Fees (Issue) <input type="checkbox"/> Other _____ <input type="checkbox"/> Credit |
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